



<b>LACDC Job Description</b>	
TITLE: Chamber Director	
TYPE: Salaried, Full-time, Exempt	STANDARD WORKING HOURS: M-F 8am-5pm
REPORTS TO: Executive Director	WORKPLACE: Chamber of Commerce
<p><b>SUMMARY:</b> The Chamber Director is the first point of contact for members and prospective members who have questions, issues, or concerns. The Chamber Director resolves these or coordinates the resolution with other staff. The Chamber Director helps to build and sustain the membership through relationship-building with members, prompt response to requests and concerns, and seeking out opportunities to add new members.</p>	
<p><b>ESSENTIAL DUTIES AND RESPONSIBILITIES:</b> Utilizing excellent customer service skills, the Chamber Director is responsible for:</p> <ul style="list-style-type: none"> <li>● implementing a proactive, structured approach to maintaining regular, direct interactions with Chamber members to characterize and understand their needs and desires as members; local travel to businesses required.</li> <li>● organizing and facilitating Chamber events which include (but is not limited to) ChamberFest, Business Breakfasts, Business After Hours, ribbon cuttings, and Job Fairs.</li> <li>● member administration including database management, member assistance, etc.</li> <li>● responding to member services questions and requests;</li> <li>● meeting and/or corresponding with potential members to explain programs and services;</li> <li>● coordination with LACDC events, promotions, marketing, business development, and administrative activities to provide services to members.</li> <li>● communicating with Chamber members and members of the public, both verbal and written; excellent communication skills are required for weekly communications, press releases, articles, grant and nomination writing as needed.</li> <li>● coordination with the Executive Director and Chief Operations Officer on development and tracking of budgets.</li> <li>● familiarity with Chamber, LACDC programs and services, the SBDC offerings and engagement with Los Alamos County officials in order to be a knowledgeable source for information and referrals; development of useful collateral materials to aid in explaining member benefits and increasing Chamber membership;</li> </ul> <p style="text-align: center;">(Other projects and duties may be assigned.)</p>	
<p><b>SUPERVISORY RESPONSIBILITIES:</b> The Chamber Director supervises the Chamber Member Services Coordinator.</p>	
<p><b>JOB RELATIONSHIPS:</b> The Chamber Director works collaboratively with other LACDC program leaders and will seek opportunities for collaboration with the full range of LACDC activities. The Chamber Director protects the confidentiality of clients and LACDC business matters.</p>	
<p><b>BUDGET RESPONSIBILITY:</b> The Chamber Director proposes budgets to the Executive Director and Chief Operations Officer for approval and may make/expenditures within such approved budgets. Other expenditures must be approved by the Executive Director or Chief Operations Officer.</p>	